

2001 ANNUAL REPORT

IDAHO COMMISSION ON AGING

*CHANGING THE WAY
WE THINK ABOUT
AGING*

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Contact your local Area Agency on Aging

Vision Statement

*Easy Access
to Aging and Adult
Services*

Mission Statement

To assist seniors and vulnerable adults retain their dignity and independence by providing the options and resources to remain in their own homes and communities for as long as they choose.

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OUR ADMINISTRATOR'S GOALS AND VISION

What a priceless gift — the opportunity to help people who have given so much to our society!

History has shaped the lives of our seniors. Many have lived through the depression, therefore know the value of self-sufficiency; through WWII and know the value of independence, patriotism and freedom; through the technology boom and have learned to change; and through a lifetime of experience have become the type of people we look up to, ask advice of and look to for comfort.

My understanding of rural communities, background in local and federal government, and experience as director of a non-profit provider of services for seniors, gives me a unique perspective. It is with this perspective that I give you my goals and vision for the future.

Goals:

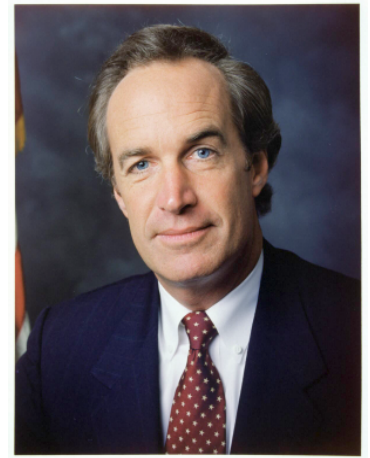
- ICOA will Advocate for needs of those at risk or vulnerable
- Run as cost effectively as possible
- Partner with and assist Area Agencies in progressive program development
- Promote best practices with our service delivery system
- Encourage innovative projects at all levels to really meet seniors needs
- Network with others when possible to solve problems
- Assure the volunteer and older worker networks are active and viable

Vision of the future:

- Seniors have adequate information to independently plan for their future.
- Seniors who are at-risk or vulnerable and their families are able to access all resources available to them.
- Seniors and their families have adequate relief when providing full-time care giving
- Seniors are physically and mentally healthy enough to act as the firm foundation of resources for the generations to come



Dirk Kempthorne
Governor



Dear Friends:

At the beginning of my administration I declared this the "Generation of the Child." We developed a continuum that looked at every aspect of a child's life in order to ensure that Idaho's children would become healthy, educated, productive citizens. A key component of that continuum is our senior citizens. They are the one's that have the experience and knowledge to lay a proper foundation upon which to build our future – and guide our children. That is why the work of the Commission on Aging is so important.

The lion's share of the seniors' volunteer work is service to the general community. The three major categories of community service outside the aging network are in schools, libraries and parks, where the majority of service benefits children and young families. It is a blessing to have such a wonderful resource – our seniors add so much to our communities.

The Older Worker Program centers on seniors who need employment opportunities and training. The Program has led the nation for the past nine years, ranking as number one for seven of those years and placing second in two. During program year 2000, more than four out of five low-income seniors who participated in the Senior Community Services Employment Program (SCSEP) were placed in jobs. These achievements prompted the National Council on Aging to select Idaho's SCSEP project as the only state program profiled in its study of best practices.

During the 2001 legislative session I recommended \$1 million and the legislature appropriated \$900,000 for home delivered meals, homemaker, case management, and transportation services for the elderly. This past year, 197 caregivers were provided with intermittent relief from their care-giving duties through this program. Of this number 130 (66%) lived in rural communities.

As Idaho's senior population continues to grow it is important to continue the great work being done by the Commission and the staff.

I accept this report and thank all of you who have made it a personal commitment to seeing that Idaho's senior population can lead active and productive lives in safety and dignity.

Sincerely,

A handwritten signature in black ink, reading "Dirk Kempthorne".

DIRK KEMPTHORNE
Governor



Area I
John Albee
4000 E. Riverview Terr.
Post Falls, ID 83754
(208) 777-7213
Appointed: June 2001
Expires: June 2005



Area II
Laurine Nightingale
Culdesac, ID 83524
Appointed: Nov. 2001
Expires: July 2005



Area III
Bill Brewer, Chairman
PO Box 35
Boise ID 83712
(208) 888-4454
Appointed: July 1999
Expires: July 2003



Area IV
Helen Arnold
1094 Desertview Drive
Twin Falls, ID 83301
(208) 734-4110
Appointed: July 1998
Expires: July 2002



Area V
Millie Flandro
4944 Mohawk Place
Pocatello, ID 83204
(208) 232-0723
Appointed: July 1998
Expires: July 2002



Area VI
Mary Lee Curtis
PO Box 580
Rexburg, ID 83440
(208) 356-3191
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Expires: July 2002



At-Large
Art Finnell
3670 Sugar Creek
Meridian, ID 83642
(208) 222-1287
Appointed: June 2001
Expires: June 2005

Idaho statutes set out the duties and responsibilities of the Commission

1. Serve as an advocate for older Idahoans within state government and the community;
2. Serve as an advisory body regarding state legislative issues affecting older Idahoans;
3. Make rules related to programs and services administered by the Commission;
4. Enter into grants and contracts, within the limits of appropriated funds, to carry out programs and services for older Idahoans;
5. Conduct public hearings and evaluations to determine the health and social needs of older Idahoans, and determine the public and private resources to meet those needs;
6. Designate "planning and service areas" (PSAs) and "area agencies on aging" (AAAs) in accordance with the Older Americans Act and federal regulations;
7. Each December, submit an annual report to the Governor and the Legislature discussing accomplishments and recommendations for improvements of programs and services for older Idahoans;
8. Administer and perform any other related functions or activities assigned to the Commission by the Governor.



Lois S Bauer
Administrator



Dear Friends:

I am pleased to provide the Idaho Commission on Aging 2001 Annual Report. This was a year of change that required extra effort by our staff. It is rewarding to know that such dedicated people are working for this agency, the Area Agencies on Aging, and the network of local service providers throughout Idaho.

When the 2001 fiscal year began, Lupe Wissel led Idaho Commission on Aging, but in March 2001, she accepted a call from Senator Larry Craig to become staff director of the US Senate Special Committee on Aging. Governor Kempthorne asked Idaho Commission on Aging Administrative Support Manager, Dick Juengling, to serve as interim Administrator until I accepted my appointment on July 3 just as the new fiscal year started. All of the Commission staff deserve our appreciation for their efforts in assuring that staff vacancies did not stop the provision of any essential programs since March.

Idaho Commission on Aging is preparing for additional changes as our population continues to mature. Information from Census 2000 data shows the number of residents over the age of 85 has increased by 21% and those over 60, by 16% in the past 10 years. People are living so much longer due to better health care. This creates a greater demand for services to meet the needs of our older community members.

Our thanks to the Governor and the 2001 Legislature for their wisdom in providing \$900,000 in additional funds to be used for services needed by seniors to remain independent; home delivered meals, case management, homemaker and transportation services. After receiving notice of new state funding for in-home services in FY 2002, our staff began the planning process to assure an appropriate delivery system is in place. We will provide efficient use of these funds for in-home services, assuring that less taxpayer dollars will be spent on seniors in institutional facilities, when they could, with some services, remain at home.

For several years, the state supported Respite program has provided some full-time caregivers a much needed rest from a difficult and sometimes, overwhelming task. The new funds from our state for in-home services and the new federal Family Care Giver Support program will enhance our current programs, enabling ICOA and the six Area Agencies on Aging to implement a better safety net for our more elderly and vulnerable residents.

The hard-working ICOA staff and commissioners are committed to our mission of helping Idaho's seniors remain useful, enjoy their later years in safety and with dignity at home. I appreciate the opportunity to serve with this team, dedicated to providing Idaho's senior population and their families with ways to remain independent.

Sincerely,

Lois S Bauer

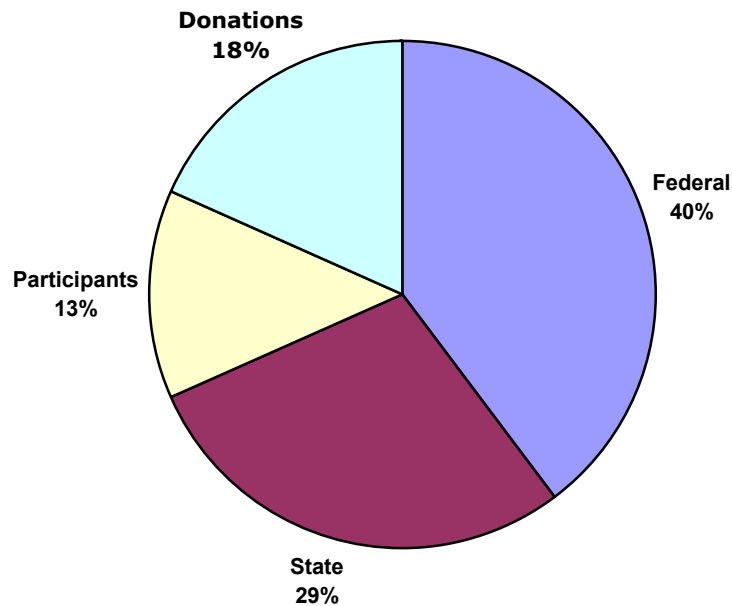
Lois S Bauer
Administrator

During FY 2001, the Idaho Commission on Aging spent \$9,416,400 in state and federal funds to support senior services in Idaho.

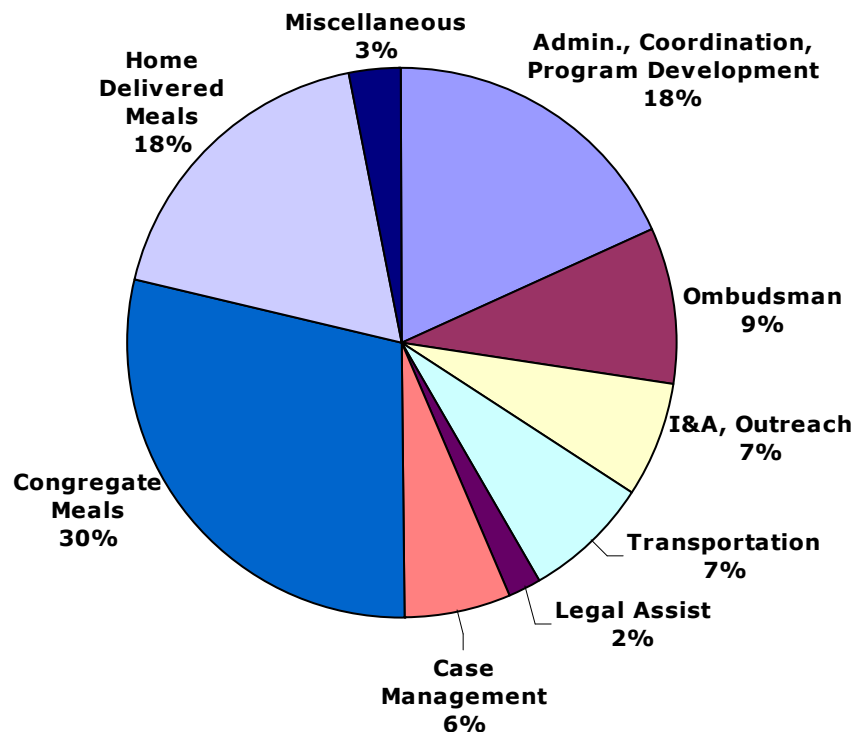
From 1994 to 2000, funding for the Idaho Commission on Aging was relatively flat, from both state and federal sources. We did receive funding for adult protection in 1995, when the program was transferred from the Department of Health and Welfare. Increases for inflation were offset by holdbacks through the 1990's.

For FY 2001, we received a \$139,400 increase from the State for Case Management. We also received \$564,300 in Federal funds to provide services to Family Caregivers. In FY 2002, we received an additional \$951,300 in State Funds for Senior Services. These funds will pay for increased case management, homemaker and home delivered meals.

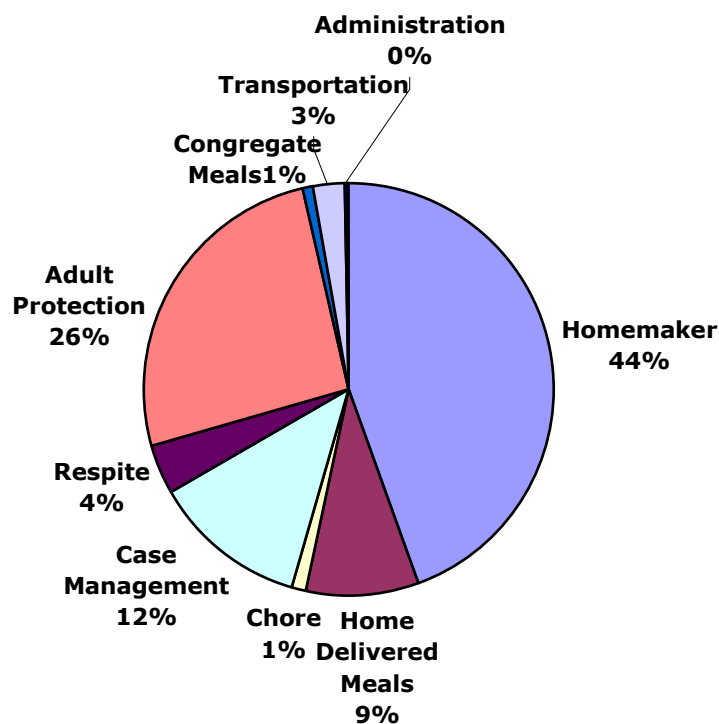
Funding Sources



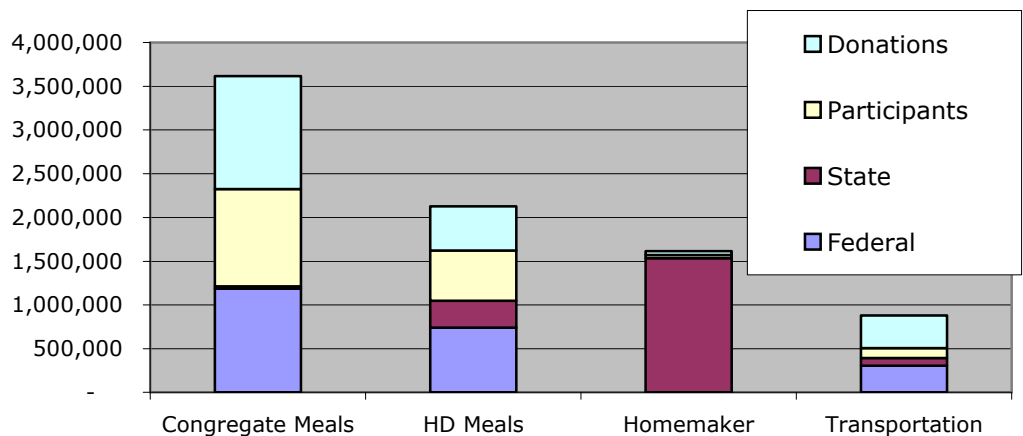
Area Agency Federal Funds



Area Agency State Funds



Funding for Services



Changes in the Older Americans Act

YEAR 2000 REAUTHORIZATION OF THE OLDER AMERICANS ACT CREATED A NEW FAMILY CAREGIVER SUPPORT PROGRAM.

Idaho's share of the funding appropriated by Congress for fiscal year 2001 was \$564,300.

This program provides relief, education, information, and other support to individuals providing in-home care for the elderly. The program also can assist grandparents raising grandchildren.

Gives states the option to require recipients of services to pay part or all of the cost for in-home and other services based on income.

Established funding for a medication management program.

Includes language throughout the Act to emphasize funding services in rural areas.

*The items noted above are the critical changes to the 2001 Older Americans Act

Programs & Services of Idaho's Aging Network

Adult Day Care is a community-based group day care program designed to provide a variety of health, social, and support services in a protective setting.

Adult Protection (AP) workers investigate reported allegations of financial exploitation, physical abuse, neglect (including self-neglect), and abandonment of vulnerable adults (persons aged 18 or older).

Case Management primarily serves frail individuals with multiple service needs who require assistance in accessing available services and are at-risk of institutional placement.

Chore Program workers assist frail, homebound, older persons with minor home repair and maintenance.

Congregate Meals are hot meals served primarily at senior citizens centers.

Friendly Visiting is performed by individuals (usually volunteers) who visit or read to an older person in the older person's home.

Health Promotion provides exercise and wellness programs and information.

Home-Delivered Meals are hot, cold, or frozen meals delivered to the homes of homebound or incapacitated older individuals.

Homemaker Programs provides assistance to frail or homebound older persons with housekeeping, laundry, essential errands, and meal preparation.

Information and Assistance is a telephone or "walk-in" service which older persons or their family members can access to find out about programs and services available in their community.

Legal Assistance is legal advice, counseling, or representation by an attorney, or other person acting under the supervision of an attorney, for older individuals with economic or social needs.

Nutritional Education/Counseling provides information related to diet and health in the form of printed material or presentations.

Older Worker Programs help low-income, unemployed seniors regain their economic independence and self sufficiency.

Ombudsman Program receives, investigates, and attempts to solve complaints from older individuals living in long-term care facilities and those living in the community.

Outreach Program identifies older persons in the community who are not receiving services or benefits to which they are entitled.

Respite provides full-time caregivers of homebound persons much needed occasional breaks from their caregiving responsibilities.

Telephone Reassurance calls participants at a certain time of day to check on their well being.

Transportation assistance is available in communities throughout the state for older persons who have no other means of transportation.

SERVICES PROVIDED TO IDAHO SENIORS JANUARY 1, 2000 TO JUNE 30, 2001

SERVICE NAME	PRIMARY FUNDING SOURCE(S)*	ONE Unit of Service Equals ONE:	UNITS PROVIDED in 2000 (Completed Year)	UNITS PROVIDED in 1ST HALF of 2001	# CLIENTS SERVED in 2000 (Completed Year)	# CLIENTS SERVED in 1ST HALF of 2001
Adult Protection	State	Investigated Allegation	3,262	1,528	2,006	1,146
Case Management	State	Hour	17,106	10,545	2,797	1,927
Chore	State	Hour	4,215	1,833	348	141
Congregate Meals	Fed., State, P.I.	Meal	720,040	358,247	27,509	19,210
Health Promotion	Fed.	Various	13,337	4,018		
Home-Deliv. Meals	Fed., State, P.I.	Meal	518,931	258,357	7,158	4,942
Homemaker	Fed., State	Hour	112,135	58,259	2,667	1,595
Info & Assist.	Fed.	Contact	11,762	7,474	8,210	3,952
Legal Counsel/Assist.	Fed.	Consultation	3,623	1,098	693	348
		Mediation or				
Ombudsman	Fed.	Presentation				
Outreach	Unfunded	Contact	53,715	36,774	15,197	17,251
Respite	State	Hour	15,391	7,616	197	129
Transportation	Fed., State	Boarding	221,562	115,251		

*Programs/Services may be funded through Federal grants and/or State revenues, and Program Income, i.e., P.I. (donations from service recipients). Some programs also receive non-cash in-kind donations.

Data is from the Quarterly Program Reports submitted by six Area Agencies on Aging.



Idaho's Older Worker Program Selected As Best Practice Model

**U. S. Department of Labor
selects Idaho as a "Best
Practice" example in two
areas for 2001.**

1. Serving older workers through the Workforce Investment Act's State and local One-Stop framework;

2. Forming successful partnerships between One-Stop Centers and the Senior Community Service Employment Program.

- 115 Low-income seniors were enrolled in SCEP

- 23 were placed in unsubsidized employment

- 48% received employer paid benefits

- \$469,894 in wages were earned this year

106 Seniors enrolled in WIA Older Worker Project

- Average wage - \$7.64
- 68% job placement

For more information
contact:

Melinda Adams
at 334-3833

Economic Independence, Self-Sufficiency, and Community Service

The Idaho Commission on Aging operates two federally funded older worker programs: The Senior Community Service Employment Program (funded through the Older Americans Act) and the Workforce Investment Act Older Worker Demonstration Project. Both programs serve low-income unemployed senior who have not worked for a long time, or have outdated skills.

This past year, the Senior Community Service Employment Program contributed valuable public service hours (50,663) throughout Idaho communities while doubling the national placement goal established by the U. S. Department of Labor.

The WIA Older Worker Demonstration Project attained an average wage rate of \$7.64 per hour and a job placement rate of 68%; 106 individuals were enrolled.



Benefit to Idaho

These older workers are now wage earners, earning \$469,894 in wages this year; they were formerly unemployed. They are spending their paychecks in our communities, and have become Idaho taxpayers. We estimate their annual sales and income tax contributions at \$8385.

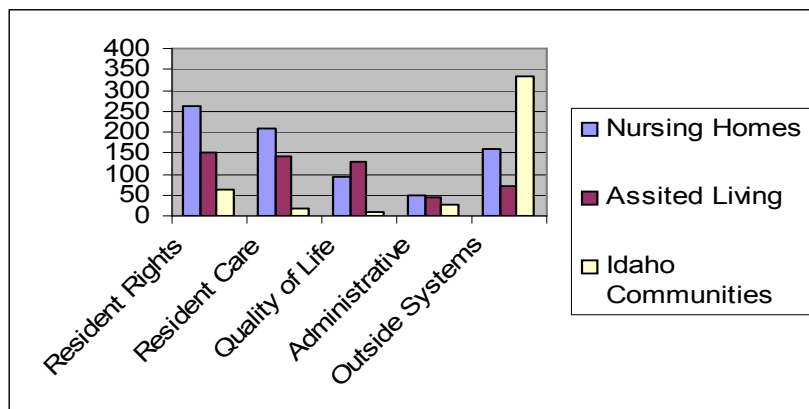
What's more, in less than one year, our Older Worker Programs more than pay for themselves in wages and taxes earned by enrollees who obtained employment as a result of the programs. The Senior Community Service Employment Program also provides much needed community support. Of the 50,663 hours of public service, 32,524 of those hours supported general community activities in libraries, schools, parks, and city offices. The other 18,239 hours supported Idaho's elderly by delivering meals to homebound or frail elderly, providing office support to local aging and adult protective services programs. By any measure, this is a good return on investment.

Ombudsman Annual Report

for Fiscal Year

July 01, 2000 - June 30, 2001

General Complaint Categories

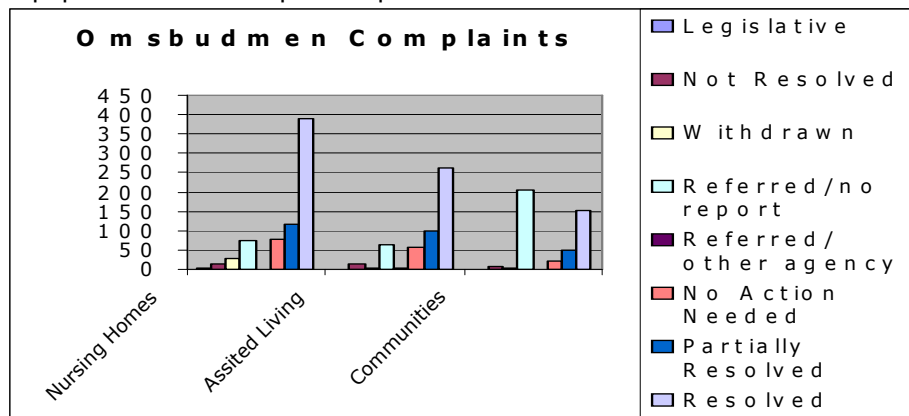


The Ombudsman program investigates complaints falling under five general categories chosen by the Federal Administration on Aging. Idaho now has 245 Assisted Living facilities- up 48% from 165 beds last year. Ombudsmen are required to visit each at least quarterly. Seven Ombudsmen were to make 686 visits, due to complexity of individual cases and travel time, 560 were made.

Idaho has 85 nursing homes (6401 beds). Ombudsmen are also required to visit at least quarterly for 238 visits. 413 visits were made. There were 138 visits made to senior centers or mealsites. Ombudsman are also required to make 168 presentations on aging issues. 211 were made.

The Office of Ombudsmen worked with the Department of Health and Welfare to increase the personal needs allowance for nursing home residents on Medicaid. For over 18 years residents were only allowed to keep the federal minimum of \$30.00 for personal items such as haircuts, clothes, candy, etc. This amount was raised to \$40.00 by the 2001 legislature.

The Ombudsman program convened a Grandparent Raising Grandchildren work group to identify needs and establish priorities of this segment of our population. Workshops were presented at our annual Governor's Confer-



1757 Complaints investigated

Nursing Homes	775
Assisted Living	536
Community (Home Care, etc)	446

138 visits to senior centers or mealsites

413 visits to nursing homes

ADULT PROTECTION SUPERVISORS

Area I Agency on Aging-
Coeur d'Alene

Sina Grace

1-208-667-3179
1-800-786-5536

Area II Agency on Aging-
Lewiston

Elizabeth Allen

Community Action Agency,
Inc.
1-208-743-5580
1-800-877-3206 x 210

Area III Agency on Aging-
Boise

Gloria Keathley

Sage Community Resources
1-208-322-7033
1-800-859-0321

Area IV Agency on Aging-
Twin Falls

Judy Gerard

College of Southern Idaho
Commission on Aging
1-208-736-2122
1-800-574-8656

Area V Agency on Aging-
Pocatello

Susan Cronquist

Southeast Idaho Council of
Governments
1-208-233-4032
1-800-526-8129

Area VI Agency on Aging-
Idaho Falls

Susan Carpenter

Eastern Idaho Special
Services Agency
1-208-522-5391
1-800-632-4813

IDAHO'S ADULT PROTECTION SERVICES: PROTECTING VULNERABLE ADULTS

Adult Protection Services investigates allegations of abuse, neglect, and exploitation involving vulnerable adults and takes remedial measures to reduce or eliminate the abusive, neglectful, or exploitative situation. The following scenario is an example of the assistance provided by Adult Protection Services.

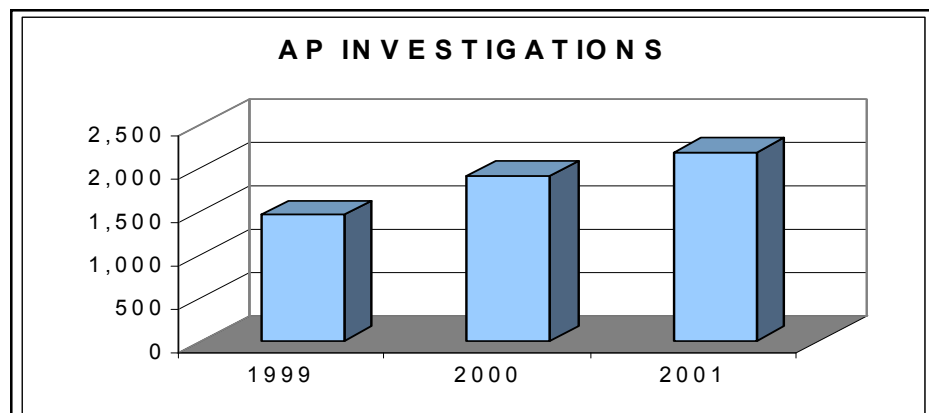
During FY 2001, Adult Protection Services received a report of alleged financial exploitation involving a 79-year old woman. The client was legally blind and, therefore, unable to manage her finances without assistance. After the death of the client's daughter, a friend of the deceased daughter volunteered to help. However, after the friend took over, she refused to provide any information to the client.

After receiving the report, Adult Protection Services performed an accounting and determined that the "friend" had embezzled approximately \$5,000 from the client's bank account. Based on their findings, Adult Protection then turned the case over to law enforcement. In addition to substantiating Adult Protection Services' initial findings, the detective in charge of the investigation discovered a life insurance policy naming the client as the beneficiary. Prior to the investigation, the client was unaware of the policy's existence, however, the "friend" had claimed the policy proceeds and placed them in her own account.

As a result of the investigation, all of the embezzled funds (including the insurance proceeds) were recovered for the client. Without the intervention of Adult Protection Services, the client could have lost a significant amount of money, a large portion of which she was not aware.

The number of reports of abuse, neglect, and/or exploitation investigated by Adult Protection Services continues to increase. In FY 2001, Adult Protection Services received 3,031 reports involving alleged abuse, neglect and/or exploitation of a vulnerable adult. According to national statistics, most such cases are never reported, thus, the number of actual incidents of abuse, neglect and/or exploitation of vulnerable adults in Idaho is probably much greater.

In FY 2001, Adult Protection Services completed 2,184 investigations of abuse, neglect, and/or exploitation involving vulnerable adults. Of the investigated complaints, Adult Protection Services was able to substantiate an estimated 33 percent as having actually occurred. Approximately 80 percent of vulnerable adults in substantiated cases had the risk of further harm or injury reduced or eliminated. Unfortunately, Adult Protection Services is unable to reduce or eliminate the risk of further harm or injury if the client refuses to consent to services or if the service necessary to reduce or eliminate such risk is unavailable.



Developing the National Family Caregiver Support Program

Our country is aging. There is rapid growth in that segment of the American population who now require, or who are at imminent risk of requiring help with personal care and other daily functional tasks. The magnitude of long-term caregiving that will be required in the future, the anticipated economic, emotional, and physical impact long-term caregiving responsibilities will have on individual caregivers, has led to an increased focus on the subject of family caregiving.

Caregiving places demands on people. Caregiving can range from periodic phone calls and visits from distant caregivers, to buying groceries or managing money, to the daily duties of personal care. There are costs to caregiving of which we are just becoming aware, "financial costs that are incurred when caregivers sacrifice their jobs, reduce their work hours, refuse promotions and so on—the opportunity costs," report researchers.¹ Evidence that the needs of caregivers have come to the attention of national public policy makers is found in the signing of the Older Americans Act amendments into law and the establishment of a new National Family Caregiver Support Program in 2000. Idaho received \$564,300 in 2001 as a result of this legislation with which the six Area Agencies on Aging are developing programs for caregivers, including grandparents raising grandchildren. Caregivers are identified as persons (family members or other individuals) who are providing in-home and community care to an older adult.



If national statistics are applied to Idaho, over 60,992 of Idaho's elderly have one or more family members involved in their care. ICOA realizes that before caregivers will consider asking for help they must identify themselves as caregivers, become aware of the ramifications of assuming this role, realize there are others who are currently engrossed in similar responsibilities and that there are people and organizations prepared to help. Idaho's Area Agencies on Aging are assessing the needs of caregivers in Idaho and planning programs to assist caregivers. By contacting the Area Agencies on Aging a caregiver can access information and assistance regarding services and resources, help deciding what services are needed, and help with access to services, including respite, case management, legal services, access to support groups and more.

¹Rosalie Kane and Joan Penrod, "In Search of Family Caregiving Policy: General Considerations," Family Caregiving in an Aging Society, eds. Rosalie Kane and Joan Penrod (SAGE: Thousand Oaks CA, 1995) 12.

Family Caregiver Vision

In using the Family Care Giver Support funding, we wish to supply:

Choice = Provide a broad range of up-to-date information and service options to assist families in making informed decisions.

Collaboration = Form partnerships with other organizations and agencies to further our mutual goals.

Innovation = Develop innovative approaches by integrating information, research, services and advocacy.

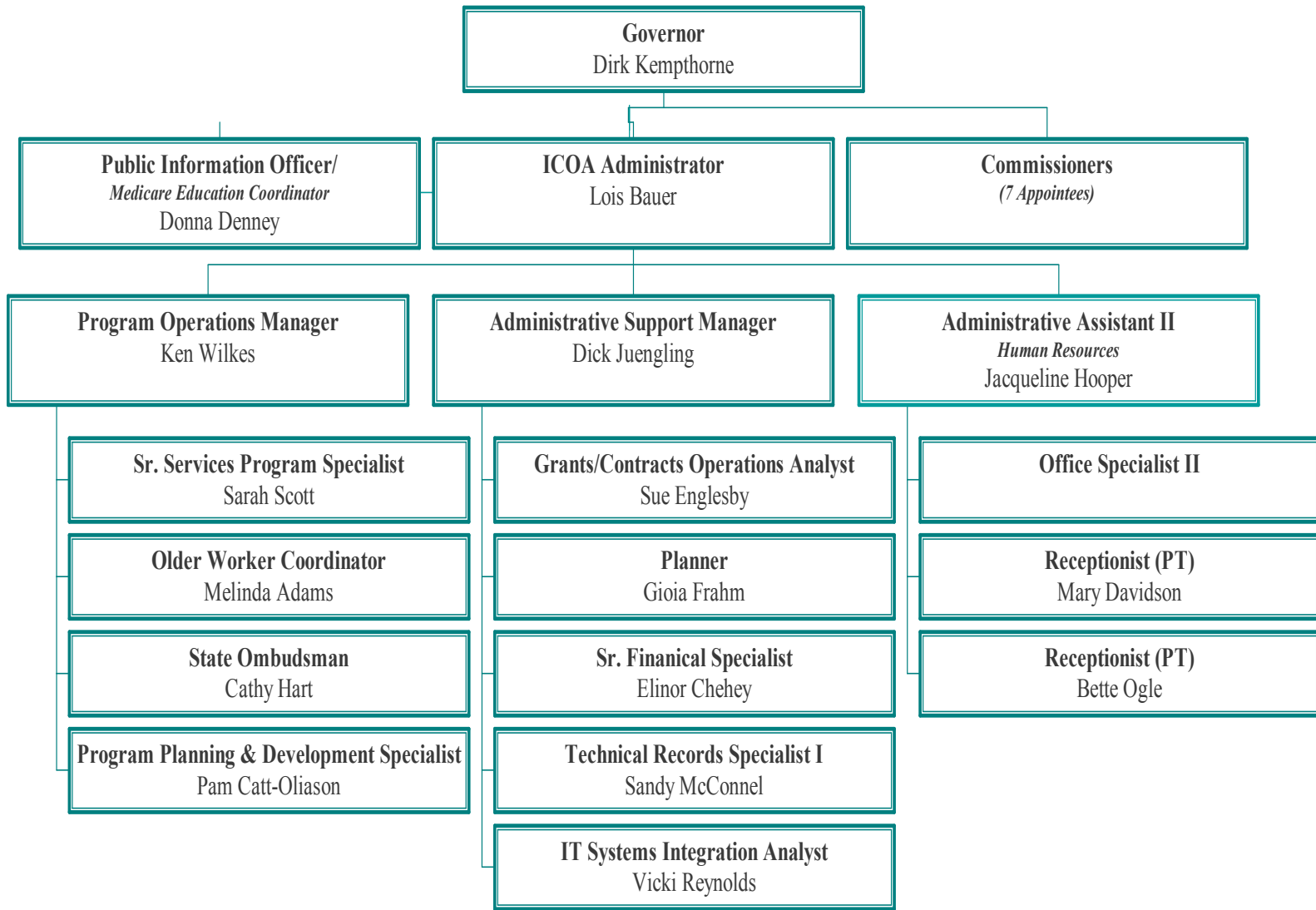
Quality = Provide the best and most timely services from well-trained professionals resulting in client satisfaction.

Respect = Preserve the dignity and autonomy of the caregiver through full participation in care decisions.

We know:

- caregiver needs change over time
- understanding the needs & situation of families is crucial to providing caregiver support & having positive outcomes
- respite care is frequently not enough
- a variety of family support services are needed
- multi-visits, allowing for ongoing assessment of the caregiver's need is important
- flexible provision of service levels, produce better results

ICOA Organizational Chart



Contact Info

Melinda Adams	Older Worker Programs	madams@icoa.state.id.us
Lois S. Bauer	Administrator	lbauer@icoa.state.id.us
Pam Catt-Oliason	Respite, Family CareGiver, Program Development & Grant Writing	pcattoli@icoa.state.id.us
Elinor Chehey	Senior Accountant	echehey@icoa.state.id.us
Mary Davidson	Receptionist (PT)	mdavidso@icoa.state.id.us
Donna Denney	Medicare Education, Outreach, Health Promotion, Public Information	ddenney@icoa.state.id.us
Sue Englesby	Grants/Contracts Operation Analyst	senglesby@icoa.state.id.us
Gioia Frahm	Congregate Meals, Senior Center development, Planner	gfrahm@icoa.state.id.us
Cathy Hart	Ombudsman	chart@icoa.state.id.us
Jacqueline Hooper	Administrative Assistant II, Human Resources	jhooper@icoa.state.id.us
Richard Juengling	Transportation, Administrative Manager	djuengli@icoa.state.id.us
Sandy McConnel	Technical Records Specialist	smcconnel@icoa.state.id.us
Bette Ogle	Receptionist (PT)	bogle@icoa.state.id.us
Vicki Reynolds	Computer technician & Software management	vreynolds@icoa.state.id.us
Sarah Scott	Adult Protection, Case Management, Information & Assistance, Home Delivered Meals, Chore Services	sscott@icoa.state.id.us
Ken Wilkes	Program Operations Manager	kwilkes@icoa.state.id.us

**AREA AGENCY
DIRECTORS**

Pearl Barchard

Area I Agency on Aging

1221 Ironwood Dr., Suite 102
Coeur d'Alene, ID 83814
(208) 667-3179 or 1-(800) 786-5536
Web: <http://www.agingadultsvcs.org/>

Jenny Zoren

Area II Agency on Aging

Community Action Agency, Inc.
124 New 6th Street
Lewiston, ID 83501
Tel: (208) 743-5580 or 1-(800) 877-3206
Web: <http://www.caanid.org/>

Brenton Sempreviva

Area III Agency on Aging

Ida-Ore Planning and Development Association
P.O. Box 311
25 W. Idaho St.
Weiser, ID 83672
Tel: (208) 549-2411 or 1-(800) 859-0324
Web: <http://www.ida-ore.com/aging.htm>

Richard Boyd

Area IV Agency on Aging

College of Southern Idaho
P.O. Box 1238
315 Falls Avenue
Twin Falls, ID 83303-1238
Tel: (208) 736-2122 or 1-(800) 574-8656
Web: <http://www.csi.cc.id.us/l3.cfm?ooa>

**Sister Anthony Marie
Greving**

Area V Agency on Aging

Southeast Idaho Council of Governments
214 East Center Street
Pocatello, ID 83201
Tel: (208) 233-4032 or 1-(800) 526-8129
Web: <http://poky.srv.net/~sicog/aging.html>

Area VI Agency on Aging

Eastern Idaho Special Services Agency
P.O. Box 51098
357 Constitution Way
Idaho Falls, ID 83405
Tel: (208) 522-5391 or 1-(800) 632-4813
Web: <http://abc.eznettools.net/D302506/X329851/index.html>

Idaho's Area Agencies on Aging

In Your Own Back Yard

Area Agencies on Aging

Meet Local Needs

Idaho's senior programs are administered through a network of Area Agencies on Aging (AAAs) within six Planning and Service Areas shown on this map.

